

Joint Commission Public Notice

VA Boston Healthcare System is committed to reducing health care errors in our organization. If you have concerns about patient care or safety anywhere within the VA Boston healthcare System you are encouraged to call us to share your concerns by contacting ANY of the following resources:

- Patient Advocate 617 323 7700 x 36994
- Ethical Concerns 617 323 7700 x 38442

If the concerns in question cannot be resolved at this level, you are encouraged to contact the Joint Commission, a nonprofit organization that reviews more than 15,000 healthcare organizations. To contact the Joint Commission:

Office of Quality Monitoring

The Joint Commission

One Renaissance Blvd.

Oakbrook Terrace, IL 60181

FAX: 630-792-5636

Email: complaint@jointcommission.org

The Joint Commission will acknowledge requests in writing or by telephone and will inform the organization of the request for any interview. The organization will, in turn, notify the interviewee of the date, time, and place of the meeting. If you have questions about how to file your complaint, you may contact the Joint Commission between 8:30 a.m. and 5 p.m. weekdays: 800-994-6610.

For more information about The Joint Commission, go to <http://www.jointcommission.org>.

VA Boston Healthcare System will take no disciplinary action because an employee reports safety or quality of care concerns to The Joint Commission.

Speak Up Publications

- [My Medication List](#)
- [¡Hable! Brochure \(Spanish\)](#)
- [Speak Up Brochure \(English\)](#)